

Sean Parnell, Governor Susan K. Bell, Commissioner Robert M. Pickett, Chairman

Regulatory Commission of Alaska

June 17, 2011

In reply refer to: Common Carrier Section File: CSD of AK

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

In compliance with 47 C.F.R. 64.604 and CG Docket No. 03-123, I am submitting the complaint log for Alaska's TRS provider, Communication Service for the Deaf, (a.k.a., CSD, CSD of Alaska, Alaska Relay and Alaska Relay Services) for the period June 1, 2010 through May 31, 2011. There is one customer contact in the complaint log for that time period. This filing does not include the total number of relay calls by type. CSD of AK has informed me that it will voluntarily file this information separately under seal.

Complaints made directly to the Regulatory Commission of Alaska are processed by our Consumer Protection & Information Section. During the period June 1, 2010 through May 31, 2011 the RCA Consumer Protection Section received no complaints regarding TRS service.

If you have questions regarding this matter please contact me at (907) 263-2174 or Steve Jones (steven.jones@alaska.gov), Consumer Protection and Information Staff for the Commission at (907) 263-2104.

Sincerely,

John Paul Manaois

Communications Common Carrier Specialist

cc: Steve Jones

enclosure: CSD of Alaska Letter and 2011 Complaint Log



June 17, 2011

Mr. Paul Manaois Alaska Relay 701 W. 8th Ave Ste. 300 Anchorage, AK 99501

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Manaois,

Sprint has provided you the following information to support your filing with the FCC for the State of Alaska:

 An annual Complaint Log which includes complaints received between June 1, 2010 and May 31, 2011 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must either (1) send an original and four copies of the printed report to the FCC or (2) file the report electronically at http://www.fcc.gov/cgb/ecfs/. If you file electronically, you will select "Submit a Filing" on the FCC's web page. If you file paper copies, they should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):



Marlene H. Dortch, Office of the Secretary Federal Communications Commission 445 12th St., SW, Rm TW-B204 Washington, DC 20554

The report must be filed on or before Friday, July 1, 2011. Please also note that your state is also encouraged to send an additional printed copy on or before July 1, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Mark Stone, Deputy Bureau Chief Consumer and Governmental Affairs Bureau Federal Communications Commission 445 12th Street, SW Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,

Jim Skjeveland Program Manager Alaska Relay

Attachments: 1) Log Sheets



Alaska FCC 2010 - 2011 Complaint Log

Complaint Tracking for AK (06/01/2010-05/31/2011). Total Customer Contacts: 2

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|----------------------|--|--------------------|--|
| 1 | 12/21/10 | There were general technical issues with the call. | 12/21/10 | A customer's daughter reported the need to wait for an Communication Assistant when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay. |
| 2 | 05/24/11 | An inbound voice customer is upset because after an initial outbound call, the customer told the agent to "keep trying," meaning, to keep redialing. The Communication Assistant told the customer that he would have to keep telling her to redial for every call. The customer stated, "I would like to see her disciplined for not following my directions and not having common sense that keep trying means to keep redialing." No Follow up was requested by the customer. | 05/24/11 | The Supervisor coached the Communication Assistant on the importance of following customer instructions. |

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